



**Date:** November 20, 2012

**To:** Thomas J. Bonfield, City Manager  
**From:** Daniel M. Curia, Acting Fire Chief  
**Subject:** Contract for a Fire Based Inspections, Reporting, and Asset Management Software

### **EXECUTIVE SUMMARY**

The Fire Department's Fire Prevention Division is not currently automated. By implementing a new software program for the department and moving fire inspectors to a technology based system, the time required to complete a fire inspection will decrease and will increase productivity within the division. Automating the division will also move the Fire Prevention Division closer to its adopted goal of annual inspections for all businesses. As a component of this initiative, the billing and collections component of the division's activities will be outsourced to a third party vendor. The move will allow the department to reduce postage and duplication costs. This move will also remove the burden of tracking delinquent accounts from the Finance Department.

Within all divisions of the department, personnel will be moved to an industry-standard software system that will allow sharing and tracking of information. Personnel will be able to enter training records, track inventory, record OSHA-required equipment checks, and enter emergency incident reports for fire and medical calls. All information will be tied together to allow for ease of tracking and interoperability. With a move to a new system, the software will be designed to easily extract information and is aligned with information needed to maintain the department's accreditation.

This program was approved in the FY2013 as a new initiative funded within target.

### **RECOMMENDATION**

Staff recommends that the City Council authorize the City Manager to execute a two year contract with Fire Recovery USA for Fire Based Inspections billing and collection services, and equipment and services in the amount of \$263,584. Additionally, Staff recommends that the City Council authorize the City Manager to execute a two year contract with FireHouse Software for Reporting and Asset Management Software in the amount of \$118,580. Staff also recommends that the City Manager be authorized to modify the agreements before execution provided that the modifications do not increase the dollar amount of the agreement, and that the modifications are consistent with the general intent of the existing version of the agreement.

## **BACKGROUND**

The Fire Department's Fire Prevention Division is not automated. Currently, the inspectors hand-write their reports for each business they inspect. Approximately 6,800 inspections were completed in FY2012. The eight fire inspectors then provide the paperwork to an administrative assistant to manually enter the daily reports generated. By implementing a new software program for the department and moving the fire inspectors to a technology based system, the time required to complete a fire inspection will decrease and is estimated to increase productivity thirty percent. Additionally, the Fire Department has adopted an annual fire inspection schedule for each business in Durham, which is more stringent than the North Carolina state schedule. It is recognized that the Prevention Division is not efficient enough to maintain the set schedule, which translates to businesses being inspected outside the adopted schedule. A move to automate the division will also move the Fire Prevention Division closer to its adopted goal of annual inspections for all businesses. As a component of this initiative, the billing and collections component of the division's activities will be outsourced to a third party vendor. The move will allow the department to reduce postage and copying costs. This move will also remove from the Finance Department the burden of tracking delinquent accounts.

Within all divisions of the department, personnel will be moved to an industry-standard software system that will allow sharing and tracking of information. Personnel will be able to enter training records, track inventory, record OSHA-required equipment checks, and enter emergency incident reports for fire and medical calls. All information will be tied together to allow for ease of tracking and interoperability. A limitation of the current records management system is the inability of the activities of the Fire Prevention Division to be integrated into the remainder of the department. With a move to a new system, the software will be designed to easily extract information and is aligned with information needed to maintain the department's accreditation.

## **ISSUES AND ANALYSIS**

On July 18, 2012 a Request For Proposal was posted to the City of Durham Website. One sealed bid was opened on August 2, 2012. The bidder from California was not present.

The following is a summary of bids received for Fire Based Inspections, Reporting, and Asset Management Software:

- |                           |           |
|---------------------------|-----------|
| 1. Fire Recovery USA, LLC | \$382,164 |
|---------------------------|-----------|

The proposal from Fire Recovery USA, LLC was reviewed by Deputy Chief Curia and Assistant Chief Iannuzzi and found to meet the criteria of the RFP and the needs of the department.

## **ALTERNATIVES**

The alternative to this recommendation is to continue using paper inspection forms, paper billing, and current Fire/EMS reporting software. While the department can provide service in this manner, this alternative will hinder Fire Department efforts of continuous process improvement. Additionally, this alternative will hinder efforts to reach several stated strategic initiatives.

## **FINANCIAL IMPACT**

This is a two year contract that would begin in January 2013 and continue through December 2014. Because this contract spans two calendar years, funding is divided into three fiscal

years. Estimated servicing fees based on historical inspection activity and equipment/services costs are detailed below:

- Total FY13           \$95,541           (January 2013 through June 2013)
- Total FY14           \$191,082           (July 2013 through June 2014)
- Total FY15           \$95,541           (July 2014 through December 2014)

The contract amount includes the cost of all software, equipment, and related equipment fees totaling \$143,144 and servicing costs of \$239,020 over the two year period.

The fire department will pay for this initiative within target due to the July 1, 2012 Inspection Fee increase and expected increase in inspections, due to greater efficiency, which combined are expected to increase billed inspections by approximately \$415,000 annually.

### **SDBE Summary**

The Equal Opportunity/Equity Assurance Department reviewed the proposal submitted by Fire Recovery USA, LLC of Roseville, California to determine compliance with the Ordinance to Promote Equal Business Opportunities in City Contracting. It was determined that Fire Recovery USA, LLC is in compliance with the Ordinance to Promote Equal Business Opportunities in City Contracting.

### **SDBE REQUIREMENTS**

There are no M/SDBE or W/SDBE goals.

### **WORKFORCE STATISTICS**

Workforce statistics for Fire Recovery USA, LLC are as follows:

Total Workforce	9	
Total Females	4	(44%)
Total Males	5	(56%)
Black Males	0	(0%)
White Males	5	(56%)
Other Males	0	(0%)
Black Females	0	(0%)
White Females	4	(44%)
Other Females	0	(0%)